

Department of Financial Protection and Innovation**Position Duty Statement**

DFPI HRO 203 (Rev. 07-2021)

NAME Vacant	EFFECTIVE DATE
CLASSIFICATION TITLE Information Technology Specialist I	POSITION NUMBER 410-113-1402-XXX
WORKING TITLE Helpdesk Analyst	DIVISION/OFFICE/UNIT/SECTION ITO/NorCal IT Services
BARGAINING UNIT R01	GEOGRAPHIC LOCATION Sacramento

General Statement: Under general supervision of the IT Supervisor II, NorCal IT Services, the Information Technology Specialist I (Helpdesk Analyst) has direct responsibility for end user support of NorCal IT Services. Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

40% Client Services, System Engineering (E)

Monitors the Help Desk Systems. Assists with managing and development of DFPI enterprise images, software packages and patch management. Maintains software for all computer systems in the DFPI. Monitor and manage IT Management portals such as Volume Licensing, Office 365 Admin Center and security dashboards. Help Desk Systems duties may consist of but are not limited to: creating user accounts in AD; assisting users with VPN or remote access issues; troubleshooting multi-factor authentication, troubleshooting and/or providing assistance for printer issues (local and networked); and other network, hardware, and/or software support. Ensures hard drives have removed and/or destroyed data in accordance with industry-accepted practices prior to be surpluses or discarded.

40% Client Services (E)

Provides help desk functional support of the more complex end-user issues, tracks inventory, deploys computers, laptops, tablets, printers, etc. Manages file permissions, security access and rights. Independently escalates issues to programming and/or network staff.

10% Client Services (E)

Functions as a point of contact for help desk end-users, providing direct help desk support of the departmental DOCQNET scanners and related DOCQNET subsystems; troubleshooting issues with scanning functionality; training users on the basic functions of the scanners; provides support of data retrieval for ADHOC reports via advanced find reports; and performs analysis with end-users in determining requirements for ADHOC reports and enhancement requests.

5% Client Services (E)

Prepares training documentation and provides hands-on training and support of new users. As a member of the Help Desk team, assists in the development of work plans for the implementation of new enhancements; assists in evaluating systems-level upgrades to ensure

high system performance satisfaction to our end-users; and provides analysis of complex issues, including the preparation and development of formal recommendations to management to ensure continued system performance and availability.

5% Miscellaneous (M)

Performs other related duties as required, such as assisting with training and meeting setup including ensuring the functionality of laptop(s), projector(s) and network connection(s).

B. Supervision Received

The Information Technology Specialist I reports directly to the NorCal IT Services Supervisor and receives the majority of assignments from the Information Technology Supervisor II; however, assignments may also come from the Help Desk Ticketing System, known as HTS.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The Information Technology Specialist I regular works with all DFPI Program Areas on a regular basis. In addition, there will be regular contact to the California Department of Technology (CDT), vendors, consultants, and the building management for the Sansome location.

This position will have direct contact with the DFPI Executive Staff at Sansome, and remote contact via phone or remote support session with other DFPI Executive Staff.

F. Actions and Consequences

Failure to complete assignments accurately or timely may result impacts to staff productivity and potentially work stoppages. Since this position routinely works with all program areas at DFPI, the impacts will vary from an inconvenience to a single user through

Consequences can range from minor to severe and the scope can range from an individual person to large groups of staff depending on the specific activity\task that is being worked on.

G. Functional Requirements

This position is located in a multi-story building with standard office modular workspace. Requires sitting or standing for long periods of time using a personal computer and telephone. May require periodic non-standard work hours and work during weekends to meet workload needs and demands. Routine tasks include moving computers, monitors, scanners, printers and other misc equipment.

H. Other Information

Travel is required for supporting other locations and project work. Travel is occasional and is less than 5% of the duties.

CONFLICT OF INTEREST

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Financial Protection and Innovation's Conflict of Interest Regulations. The incumbent is required to submit a Statements of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st and within 30 days of leaving office.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Employee's Printed Name, Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Supervisor's Printed Name, Classification